

Data Protection & Privacy Policy

About this policy

This policy describes how we use your personal data when you use our website (<https://www.hhcgl.co.uk/>) or when we provide you with our construction services (including remedial works and repairs) ("**Services**"). We have provided this policy to ensure that you understand what personal data we may collect and hold about you, what we may use it for and how we keep it safe. You have legal rights to access the personal data that we hold about you and to control how we use it which are also explained.

Who we are and how you can contact us

We are Hard Hat Construction Group Ltd and each of its direct and indirect subsidiaries, trade under the HHCGL brand. Details of our main trading entities are as follows:

- Hard Hat Construction Group Limited is a private limited company registered and incorporated in England and Wales with registered office address at Springfield Lodge Colchester Road, Springfield, Chelmsford, Essex, CM2 5PW. Company Number: 14763958
- M Anderson Construction Limited is a private limited company registered and incorporated in England and Wales with registered office address at Springfield Lodge Colchester Road, Springfield, Chelmsford, Essex, CM2 5PW. Company Number: 02207082
- MAP Plant Limited is a private limited company registered and incorporated in England and Wales with registered office address at Springfield Lodge Colchester Road, Springfield, Chelmsford, Essex, CM2 5PW. Company Number: 03792648

When you enquire about our services or when your company enters into a contract with one of our trading entities, the controller of your personal data will be the entity providing the relevant service.

You can contact us in writing at the above address or by emailing enquiry@hhcgl.co.uk. If you would like to speak to us, please call us on 01245 399 999.

What personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We collect:

- **personal data that you provide to us.** There are lots of ways in which you may share your personal data with us, for example, you may complete the contact form on our website, post on social media sites that we run, or contact us by telephone, email, or in person in connection with Services provide or have provided you in the past.
- **personal data that we receive from third parties.** We may receive your personal data from third parties such as Companies House (if you are a company director)
- **personal data about your use of our website.** This is technical information and includes details such as your browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, as well as details of how you navigated to our website and where you went when you left, what pages you viewed or searched for, page response times, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs).

What we use your personal data for

We use your personal data in the following ways:

Personal data that you provide to us is used to:

- process and respond to any enquiries you make.
- provide your business with the information and Services that you request from us.
- provide you with marketing information in accordance with your requests.
- manage and administer our business.
- review and improve our service.
- personal data that we receive from third parties is combined with the personal data that you provide to us and used for the purposes described above.

Personal data about your use of our website is used to:

- administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer or mobile device.
- as part of our efforts to keep our site safe and secure.
- to make suggestions and recommendations to you and other users of our site about Services that may interest you or them.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For more information about the cookies we use and further details, please see our Cookie Policy.

When we need your consent to use your personal data

Whilst we always want you to be aware of how we are using your personal data, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal data without asking for your consent because:

- we are entering into and carrying out our obligations under a contract with your business.
- we need to use your personal data for our own legitimate purposes (such as the administration and management of our business and the improvement of our Services) and our doing so will not interfere with your privacy rights.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Lawful basis for processing including basis of legitimate interest
To perform our Services including to: Manage payments, fees and charges Collect and recover money owed to us	Performance of a contract with your business Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: Notifying you about changes to our terms or privacy policy Asking you to leave a review or take a survey	Performance of a contract with your business Necessary to comply with a legal obligation Necessary for our legitimate interests (to keep our records updated and to study how customers use our Services)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) Necessary to comply with a legal obligation
To use data analytics to improve our website, Services, marketing, customer relationships and experiences	Necessary for our legitimate interests (to define types of customers for our Services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To respond to your questions, enquiries and complaints including to provide you with copies of our site brochures	Necessary for our legitimate interests (to develop our Services, maintain customer care standards and grow our business)

In exceptional circumstances we may wish to use your personal data for a different purpose which does require your consent. In these circumstances we will contact you to explain how we wish to use your data and to ask for your consent. You are not required to give consent just because we ask for it. If you do give consent you can change your mind and withdraw it at a later date.

Personal data you are legally obliged to provide

You are not under a legal obligation to provide us with any of your personal data but please note that if you elect not to provide us with your personal data we may be unable to provide our Services.

Your rights to know what personal data we hold and to control how we use it

You have a legal right to know what personal data we hold about you - this is called the right of subject access. You can exercise this right by contacting us using the details set out in the Who we are and how you can contact us page. You also have rights to:

- prevent your personal data being used for marketing purposes
- have inaccurate personal data corrected, blocked or erased
- object to our using your personal data in ways that are likely to cause you damage or distress
- restrict our use of your personal data
- require that we delete your personal data
- require that we provide you, or anyone that you nominate, with a copy of any personal data you have given us in a structured electronic form such as a CSV file

You can find full details of your personal data rights on the Information Commissioner's Office website at www.ico.org.uk.

Automated decision making and profiling

We do not make use of automated decision making or profiling.

When we will share your personal data with others

We share your data with the following people in the day to day running our business:

- other companies that are part of the Hard Hat Construction Group Ltd
- any business partners, suppliers and sub-contractors we work with to provide you with Services that you have requested from us
- our professional advisors such as lawyers, accountants, consultants, bankers, auditors, and insurers
- regulatory and governmental bodies such as HM Revenue & Customs and the Information Commissioner's Office

We may also share your personal information with third parties on a one-off basis, for example, if we sell or buy any business or assets (including our own), in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

How we keep your personal data safe

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are required to do so.

Unfortunately, sending information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of personal data sent to our website; you send us personal data at your own risk. Once we have received your personal data, we will use strict procedures and security features (some of which are described above) to try to prevent unauthorised access.

How we use your personal data for marketing

We do not undertake any marketing activity other than to send out copies of our site brochures where you have requested that we do so.

We may share your information within our group to enable a relevant group company to provide helpful information to you about their services, but we do not share your personal data with any third parties for marketing purposes.

When we will send your personal data to other countries

We do not transfer your personal data outside of the UK. If this changes, we will notify you and will apply appropriate safeguards to any transfer which comply with data protection law.

How long we keep your personal data

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

How you can make a complaint

If you are unhappy with the way we have used your personal data please contact us to discuss this by emailing enquiry@hhcgl.co.uk. You are also entitled to make a complaint to the Information Commissioner's Office which you can do by visiting www.ico.org.uk. Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address these before you contact the Information Commissioner's Office.

How we keep this policy up to date

We will review and update this policy from time to time. This may be to reflect a change in the Services we offer or to our internal procedures or it may be to reflect a change in the law.

The easiest way to check for updates is by looking for the latest version of this policy on our website (<https://www.hhcgl.co.uk/>) or you can contact us (see **How to contact us**) to ask us to send you the latest version of our policy.

Each time we update our policy we will update the policy version number shown at the end of the policy and the date on which that version of the policy came into force.